

OVERALL CARE

AREA FOR IMPROVEMENT: Patient feedback and complaints

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
The promotion of a culture of patient engagement, ensuring patients who want to be aware of how to provide feedback or complaints.	<ul style="list-style-type: none"> Reintroduce a postnatal survey to be distributed to all women upon admission to the postnatal ward, capturing feedback on all aspects of care. Feedback will be reviewed weekly by the Assistant Director of Midwifery with associated actions if required. Display QR code at main Maternity desk directing women to 'Your Service, Your Say'. 	<ul style="list-style-type: none"> To capture women's feedback on all aspects of their care experience To promote a culture of continuous quality improvement by systematically reviewing survey feedback on a weekly basis. To enable early identification of trends, strengths and areas for improvement. To ensure timely action and accountability with the Assistant Director of Midwifery reviewing results and implementing improvements as required. To enhance woman-centred care and patient experience, ensuring women's voices directly inform service development and quality initiatives. 	Q2 2026

CARE WHILE YOU WERE PREGNANT (ANTENATAL CARE)

AREA FOR IMPROVEMENT: Antenatal Education

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Did you receive enough information about physical changes in your body?	<ul style="list-style-type: none"> Ensure all women are consistently signposted to antenatal education resources within the My Pregnancy Book at their booking & additional visits within maternity services. 	<ul style="list-style-type: none"> To improve women's understanding of physical changes & nutrition in pregnancy 	Q2 2026
Did you receive enough information about nutrition during pregnancy?	<ul style="list-style-type: none"> Discussion with women at all antenatal visits re understanding & assessment of information with an opportunity for women to ask questions. 	<ul style="list-style-type: none"> To ensure all women are provided with the opportunity to discuss, clarify & confirm their understanding of information regarding their pregnancy. To enhance comprehension and retention of key health messages. Ensure women feel confident and well-informed throughout pregnancy. To identify and address any information gaps or health literacy needs or cultural/language barriers, ensuring equitable access to information for all women. 	
	<ul style="list-style-type: none"> Offer & encourage attendance for all primiparous women to the early pregnancy class. 	<ul style="list-style-type: none"> To improve early antenatal education and engagement, supporting positive pregnancy health behaviours. 	
	<ul style="list-style-type: none"> Add additional online early pregnancy class monthly. 	<ul style="list-style-type: none"> Align with the National Maternity Strategy and woman-centred care principles, ensuring equitable access to education and support for all women. To increase accessibility and attendance & enhance inclusivity and flexibility by offering an online option, meeting the diverse needs and preferences of women. 	
	<ul style="list-style-type: none"> Continue to play relevant antenatal information on screens located in the waiting areas of the antenatal clinic. 	<ul style="list-style-type: none"> To provide women attending antenatal clinics with accessible, evidence-based health education through continuous display of key antenatal information on waiting area screens. To reinforce verbal education provided during antenatal appointments, promoting understanding and recall of important pregnancy care messages. To ensure consistency and standardisation of information shared with all women across the maternity service. To contribute to improved patient experience and empowerment by utilising digital platforms to support ongoing health promotion and informed decision-making. 	

CARE AFTER BIRTH

AREA FOR IMPROVEMENT: Postnatal Care

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Women receive standardised, evidenced based postnatal care and education	<ul style="list-style-type: none"> Clinical Skills facilitator to deliver structured training sessions for midwives & relevant staff on postnatal care, education & discharge advice for women & babies. 	<ul style="list-style-type: none"> Enable staff to recognise the physical, emotional & psychological needs of women & babies in the postnatal period. Enable staff to deliver consistent education and discharge advice aligned with the National Maternity Strategy and HIQA Standards for Safer Better Maternity Services. Support early recognition of complications and appropriate referral pathways. Provide woman-centred, individualised discharge education that promotes confidence and safety at home. 	Q2 2026
	<ul style="list-style-type: none"> Introduce 'Skills & Drills' sessions focusing on hands-on postnatal assessments 	<ul style="list-style-type: none"> Standardise practice through simulation-based training. 	
	<ul style="list-style-type: none"> Discharge planning to begin post-delivery through the implementation of a signed discharge information page to be initiated in labour ward and completed throughout postnatal stay covering all aspects of maternal and newborn information. 	<ul style="list-style-type: none"> Promote early initiation of discharge planning post-delivery. Improve continuity of care and information transfer between multi-disciplinary team. Ensure all women receive comprehensive education & advice prior to discharge, enhancing confidence and supporting safe transition to home. To support accountability and documentation confirming that essential maternal and newborn information has been communicated to women. 	
	<ul style="list-style-type: none"> Physiotherapy department to deliver education sessions to midwives covering pelvic floor exercises, posture and mobility after Lower Segment Caesarean Section. 	<ul style="list-style-type: none"> Enable midwives to provide consistent, evidence-based advice that promotes maternal comfort, recovery and long-term pelvic floor health. 	
	<ul style="list-style-type: none"> Tissue Viability Nursing Team to deliver education on Lower Segment Caesarean Section wound care on maternity ward. 	<ul style="list-style-type: none"> Enhance midwives' knowledge and confidence in wound assessment and management. 	